



1836 South Avenue
La Crosse WI 54601
Phone (608) 775-8007 Fax (608) 775-8042
(800) 897-1923

Type of Plan Health Maintenance Organization
Total Number of Members 30,940
Years of Operating Experience 8
Total Number of Primary Care Physicians (PCPs)..... 190
Percentage of PCPs Accepting New Patients..... 100%
Percentage of Board Certified Specialty Care Physicians 91%
Number of Urgent Care Facilities 9
Number of Dentists Provider of Your Choice
Number of Dentists Accepting New Patients..... Not Applicable

ADDITIONAL INFORMATION

Referral/Prior Authorization Requirements	A member may seek services from any Plan provider, primary care or specialist, without a referral. Prior authorization must be obtained from the Medical Director when requesting a referral to a non-Plan provider. The Medical Director will respond in writing to the member and Plan physician as to whether the request is approved or denied. If a written referral cannot be processed before the member's appointment, authorization can be obtained by contacting the Medical Management Department.
Medicare Claims Procedure	If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim, you will receive an Explanation of Medicare Benefits (EOMB). You should then submit the EOMB to the Health Plan for processing as the secondary carrier.
Prescription Drug Policy	The Plan has a drug formulary with over 2,000 drugs and a national pharmacy network. Certain high risk or high cost medications have been designated to require prior authorization through the Medical Director. Currently there are less than 50 drugs that require prior authorization. When prior authorization is necessary, the process will be coordinated through your Plan physician. A current list of medications requiring prior authorization, or drugs on the maintenance list, may be obtained by contacting Customer Service at (800) 897-1923 or (608) 775-8007.
Dispensing Policy	With the exception of drugs on the maintenance drug list, a member may receive up to the standard 34 day supply, with the appropriate brand or generic copay applied. Maintenance list medications, including oral contraceptives, may be dispensed in a three month supply with three copayments.
Mail Order	Gundersen Lutheran Health Plan does not have a mail-order prescription service.
Disposable Diabetic Supplies Procedure	Supplies may be purchased from either a Plan pharmacy or durable medical equipment provider. You will be required to pay the 20% coinsurance at the time of purchase, if applicable.
Outpatient Mental Health	Referrals are not required for services received from a Plan provider .

ADDITIONAL INFORMATION

Network/Policy

24-Hour Nurse Line	(800) 362-9567 Ext. 4454 or (608)791-4454
PCP Restrictions	The Plan encourages members to use their Primary Care Physician (PCP) to coordinate all of their health care needs. There are no restrictions for PCP designation. Each family member is allowed to designate their own PCP.
Maternity Services Policy	Gundersen Lutheran Health Plan does not have a limited length of stay for hospitalization following a vaginal and/or cesarean delivery. The length of stay is covered according to the patient's medical necessity and the federal Newborns' and Mothers' Health Protection Act of 1996.
Dental Benefits If Provided	100% coverage on preventive work and 80% for basic services to a maximum of \$500. A calendar year deductible of \$50 with a 3 member deductible limit for family coverage applies. Deductibles are waived for preventive services. You may select your own dentist.

Counties in Service Area	Hospitals in County	Major Providers in County*
Crawford	Prairie du Chien Memorial Hospital	Gundersen-Farrell Clinic Kickapoo Valley Medical Clinic
Grant		Muscoda Health Center Gundersen Clinic-Bloomington
Jackson	Black River Falls Memorial Hospital	Krohn Clinic
Juneau	Hess Memorial Hospital	Mile Bluff; Gundersen Clinic-Elroy and Wonewoc; Elroy Family Medical Center
La Crosse	Lutheran Hospital	Gundersen Clinic
Monroe	Tomah Memorial Hospital	Gundersen Clinic-Sparta Gundersen-Mubarak—Tomah Scenic Bluff Community Health
Richland	Richland Hospital	Richland Medical Center
Trempealeau	Tri-County Memorial Hospital	Gundersen Clinic- Blair, Independence, Whitehall
Vernon	Vernon Memorial Hospital St. Joseph's Memorial Hospital	Bland Clinic; Vig-Gundersen- Viroqua; Hirsch Clinic; Gundersen Clinic-Hillsboro; La Farge Medical Clinic; Viola Health Services Center

* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number on the preceding page.